

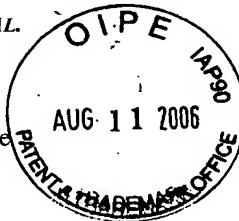
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF: **KEN-RONG CHEN ET AL.**

SERIAL NO.: 10/669,531

FILED: May 11, 2006

FOR: Answering System For Customer Service



GROUP ART UNIT: 2614

EXAMINER: O. Escalante

ATTY. REFERENCE: CHEN3589/BEU

COMMISSIONER OF PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is a communication/amendment in the above-identified application.

- ☐ Small entity status under 37 CFR 1.9 and 1.27 is claimed.
- ☒ No additional fee is required.

The fee, if any, has been calculated as shown below:

| Fee Basis | Number of Claims After Amendment | Highest Number Previously Paid For | Extra Claims | Small Entity | Full Fee |
|--|----------------------------------|------------------------------------|----------------|--------------|------------|
| Total Claims | | - ¹ | = ³ | × \$ 25 = | × \$ 50 = |
| Independent Claims | | - ² | = ³ | × \$ 100 = | × \$ 200 = |
| <input type="checkbox"/> First Presentation of Proper Multiple Dependent Claim | | | | + \$ 180 = | + \$ 360 = |
| TOTAL | | | | | |

¹ If less than 20 enter 20.

² If less than 3 enter 3.

³ If less than 0 enter 0.

- ☐ Please charge my **Deposit Account Number 02-0200** in the amount of \$ _____. A duplicate copy of this sheet is attached.
- ☐ A check in the amount of \$ _____ is attached.
- ☐ The Commissioner is hereby authorized to charge any additional fees associated with this communication, including fees due under 37 CFR 1.16 and 37 CFR 1.17 or credit any overpayment to **Deposit Account Number 02-0200**. A duplicate copy of this sheet is attached.
- ☒ Also enclosed is/are: **SUBSTITUTE SPECIFICATION; MARKED-UP COPY OF ORIGINAL SPECIFICATION; REPLACEMENT DRAWING SHEET (Fig. 2)**

23364

Customer Number
Phone: (703) 683-0500

DATE: August 11, 2006

Respectfully submitted,

Benjamin E. Urcia
Attorney for Applicant
Registration Number: 33,805



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| | | |
|--------------------------------|---|--------------------------------------|
| re U.S. Patent Application of: |) | Group Art Unit: 2614 |
| |) | |
| Kuo-Rong CHEN <i>et al.</i> |) | Examiner: O. Escalante |
| |) | |
| Serial Number: 10/669,531 |) | <i>Attorney Docket:</i> CHEN3589/BEU |
| |) | |
| Filed: September 24, 2003 |) | <u>Confirmation No.:</u> 5152 |

For: Answering System For Customer Service

AMENDMENT AND RESPONSE

Honorable Commissioner For Patents
P.O. Box 1450
Alexandria, VA. 22313-1450

Sir:

This paper is in response to the Official Action dated May 11, 2006.

Amendments to the claims begin on page 2.

Amendments to the specification are requested on page 5, and are included in the attached
SUBSTITUTE SPECIFICATION and MARKED-UP COPY OF ORIGINAL SPECIFICATION.

Amendments to the drawings are set forth on page 6 and included in the attached
REPLACEMENT SHEET.

Remarks/Arguments begin on page 7.